

Riverside County
Department of Public Social Services
Civil Rights Corrective Action Plan

Introduction

The California Department of Social Services (CDSS) conducted a Civil Rights Compliance Review for Riverside County Department of Public Social Services (DPSS) from June 16 -19, 2008. CDSS found DPSS to be in partial compliance with the CDSS Manual of Policies and Procedures (MPP) Division 21 regulations, as well as other applicable State and Federal civil rights laws.

CDSS noted three areas of particular concern, which had also been noted in reviews conducted in prior years. Repeat findings include failure to properly document interpreter services, limited use of translated forms for languages other than Spanish, and lack of continuous civil rights/cultural awareness-related staff development training.

This Corrective Action Plan (CAP) will outline DPSS' strategies for addressing the issues noted above. The plan will also focus on other issues identified as non-compliant by the Civil Rights Bureau's reviewer.

DPSS acknowledges the importance of resolving the longstanding issues identified by CDSS, not only to meet regulatory mandates, but also to improve the quality of service provided to our client population. DPSS concedes that the current budget crisis presents additional challenges in its ability to achieve complete compliance, but those challenges do not lessen our resolve to achieve our goal.

Dissemination of Information

CDSS found that Riverside County DPSS program staff members do not consistently distribute and explain the CDSS pamphlet, *Your Rights Under California Welfare Programs*, do not utilize available translations of the Pub 13 other than those in English and Spanish, and do not know about the availability of Pub 13 in large print and audible formats. The following matrix summarizes areas identified by CDSS as problematic and DPSS' action plan to address the identified deficiencies:

CDSS Finding/Comment	DPSS Action Plan
Children's Services and CalWORKs (non-intake) did not consistently use Pub 13, <i>Your Rights Under California Welfare Programs</i> .	<ul style="list-style-type: none">• Incorporate information about the use of Pub 13 in the "Civil Rights Awareness" training for new staff by 01/30/09.• Launch the civil rights refresher training for tenured staff department-wide by 01/30/09; the training includes information about the use of Pub 13.• Advise program leadership of the issue by 01/23/09.• Advise program supervisors/managers of the issue by 01/30/09.• Initiate spot checks of Pub 13 availability in district offices and advise Facility Managers of non-compliance beginning 01/23/09.• Develop and disseminate information to program staff via a training e-blast/e-tool on Pub 13 by 02/15/09.

CDSS Finding/Comment	DPSS Action Plan
<p>Pub 13 appears to be provided frequently as part of intake and recertification (TAM). DPSS employees discuss clients' civil rights in the context of "Rights & Responsibilities", but fail to explain the civil rights related information in Pub 13 to clients as required.</p>	<ul style="list-style-type: none"> • Incorporate information about explaining the information in Pub 13 to clients in the "Civil Rights Awareness" training for new staff by 01/30/09. • Launch the civil rights refresher training for tenured staff department-wide by 01/30/09; the training includes information about explaining the information in Pub 13 to clients. • Include information about explaining the pamphlet to clients in the Pub 13 training e-blast/e-tool that will be developed and disseminated by 02/15/09. • Develop a "script" sheet for workers to use as a guide when providing explanations. Include the script in the Pub 13 training e-blast/e-tool.
<p>Staff know the Pub 13 is available in English and Spanish, but do not know that the Pub 13 is available in other languages including Lao, Vietnamese, Chinese, Hmong, Russian, Korean, Farsi, Armenian, and Cambodian.</p>	<ul style="list-style-type: none"> • Incorporate information about the availability of Pub 13 in alternate languages in the "Civil Rights Awareness" training for new staff by 01/30/09. • Launch the civil rights refresher training for tenured staff department-wide by 01/30/09; the training includes information about the availability of Pub 13 in alternate languages • Include information about available translations in the Pub 13 training e-blast/e-tool that will be developed and disseminated by 02/15/09. • Create and distribute civil rights informational handbooks to all district offices that include copies of Pub 13 in all the currently available languages and instructions for accessing them from the DPSS Intranet by 03/20/09.
<p>Staff did not know that Pub 13 is available in large print and audible versions.</p>	<ul style="list-style-type: none"> • Incorporate information about the availability of Pub 13 in large print and audible formats in the "Civil Rights Awareness" training for new staff by 01/30/09. • Launch the civil rights refresher training for tenured staff department-wide by 01/30/09; the training includes information about the availability of Pub 13 in large print and audible formats. • Include information about the availability of Pub 13 in large print and audible versions in the Pub 13 training e-blast/e-tool that will be developed and disseminated by

CDSS Finding/Comment	DPSS Action Plan
	02/15/09. <ul style="list-style-type: none"> Create and distribute civil rights informational handbooks to all district offices that include copies of Pub 13 in all the currently available alternate formats and instructions for printing more from the DPSS Intranet by 03/20/09.

Facility Accessibility for Individuals with Disabilities

The Americans with Disabilities Act seeks to ensure that individuals with disabilities have access to public facilities on a basis that is equal to the rest of the general public. The CDSS supports not only the accessibility provisions of the ADA, but also the more stringent provisions set forth in State law. The CDSS Civil Rights Bureau (CRB) uses Title 24, California Code of Regulations (T24 CCR) and the Americans with Disability Act Accessibility Guidelines (ADAAG) as the standards against which facilities are measured during the CDSS reviews.

CDSS staff evaluated four Riverside County DPSS facilities during the course of the review, including:

- 23119 Cottonwood Avenue, Campus (which includes Buildings A, B, & C), Moreno Valley
- 4260 Tequesquite Avenue, Riverside
- 5961 Mission Boulevard, Riverside
- 63 S. Fourth Street, Banning

The following matrix summarizes facility issues identified by CDSS as problematic and DPSS' plan to address the identified deficiencies:

23119 Cottonwood Avenue, Campus, Moreno Valley

CDSS Finding/Requirement	DPSS Action Plan
None of the accessible parking spaces had the words, "No Parking" painted on the pavement within the access aisles as required. [Reference: CA T24 1129B.4.1 & 2]	<ul style="list-style-type: none"> Paint the words, "No Parking" in white letters at least 12 inches high on the ground in each 5 feet or 8 feet loading and unloading access aisle by 02/27/09.
The pressure required to open the restroom doors exceeded the maximum five pounds allowable; pressure required to open the doors ranged from 8 to 12 pounds. [Reference: CA T24 1133B.2.5; ADA 4.13.11(2)(a) & (b)]	<ul style="list-style-type: none"> Adjust door pressure to no more than five pounds maximum by 02/27/09.

23119 Cottonwood Avenue, Building A, Moreno Valley

CDSS Finding/Requirement	DPSS Action Plan
There was no wall signage identifying the women's restroom as accessible. [Reference: CA T24 1117B.5,.7; ADA 4.30.6]	<ul style="list-style-type: none"> Install signage for gender identification on the wall adjacent to the latch outside of the door if space allows; alternately, place the sign on the nearest adjacent wall, to the right by 02/27/09.

23119 Cottonwood Avenue, Building B, Moreno Valley

CDSS Finding/Requirement	DPSS Action Plan
The push button that normally would open the primary entrance for Building B was disabled, purportedly to enhance security for Children's Services staff members who work on the second floor. The alternate designated entrance door for Building B is narrow and required excessive force to open; once opened, the narrow pathway between the rows of chairs is inaccessible to wheelchair traffic. [Reference: CA T24 1133B.2.5; ADA 4.13.11(2)(a) & (b)]	<ul style="list-style-type: none"> • Reactivate the button that controls the primary entrance door, or identify and establish an accessible alternate entrance that will provide wheelchair accessibility (Repairs are in progress.) • Adjust exterior and interior door pressure to no more than five pounds maximum by 02/27/09.

4260 Tequesquite Avenue, Riverside

CDSS Finding/Requirement	DPSS Action Plan
None of the accessible parking spaces had the words, "No Parking" painted on the pavement within the access aisles. [Reference: CA T24 1129B.4.1 & 2]	<ul style="list-style-type: none"> • Paint the words, "No Parking" in white letters at least 12 inches high on the ground in each 5 feet or 8 feet loading and unloading access aisle by 02/27/09.
The pressure required to open the restroom doors exceeded the maximum five pounds allowable; pressure required to open the doors was measured at approximately 12 pounds. [Reference: CA T24 1133B.2.5; ADA 4.13.11(2)(a) & (b)]	<ul style="list-style-type: none"> • Adjust door pressure to no more than five pounds maximum by 02/27/09.
The signage for the women's restroom was on the wrong side of the door.	<ul style="list-style-type: none"> • Relocate the gender identification signage for the women's restroom on the wall adjacent to the latch outside of the door 02/27/09.

5961 Mission Boulevard, Riverside

CDSS Finding/Requirement	DPSS Action Plan
There is no accessibility decal on the entrance door.	<ul style="list-style-type: none"> • Affix a decal to the front of the building door identifying it as accessible by 02/02/09.
The pressure required to open the entrance door exceeded the maximum five pounds pressure allowable; pressure required to open the door was measured at 15 pounds. [Reference: CA T24 1133B.2.5; ADA 4.13.11(2)(a) & (b)]	<ul style="list-style-type: none"> • Adjust door pressure to no more than five pounds maximum by 02/27/09.
The pressure required to open the restroom doors exceeded the maximum five pounds allowable; pressure required to open the doors was measured between approximately 14 and 17 pounds. [Reference: CA T24 1133B.2.5; ADA 4.13.11(2)(a) & (b)]	<ul style="list-style-type: none"> • Adjust door pressure to no more than five pounds maximum by 02/27/09.

63 S. Fourth Street, Banning

CDSS Finding/Requirement	DPSS Action Plan
The paint on the international symbol ground marking was so faded that it was not clearly visible. [Reference: CA T24 1129B.4.1 & 2]	<ul style="list-style-type: none"> Repaint the pavement signage within the vehicle space (white on blue in color) to a minimum measurement of 36 inches x 36 inches, centered so that it is visible by 02/27/09.
None of the accessible parking spaces had the words, "No Parking" painted on the pavement within the access aisles. [Reference: CA T24 1129B.4.1 & 2]	<ul style="list-style-type: none"> Paint the words, "No Parking" in white letters at least 12 inches high on the ground in each 5 feet or 8 feet loading and unloading access aisle by 02/27/09.
The pressure required to open the restroom doors exceeded the maximum five pounds allowable; pressure required to open the doors was measured between approximately 13 and 15 pounds. [Reference: CA T24 1133B.2.5; ADA 4.13.11(2)(a) & (b)]	<ul style="list-style-type: none"> Adjust door pressure to no more than five pounds maximum by 02/27/09.
There was no wall signage identifying the restrooms as accessible. [Reference: CA T24 1115B.5, or alternately CA T24 111B.5.7. ADA 4.30.6]	<ul style="list-style-type: none"> Install signage for gender identification on the wall adjacent to the latch outside of the door if space allows; alternately, place the sign on the nearest adjacent wall, to the right by 02/27/09.
Soap dispensers were mounted too high on the wall (i.e., 47 inches from the floor). [Reference: CA ACRM 1115B.0.2; CA-ACRM 11115B.0.1.2; ADA 4.19.6] [sic]	<ul style="list-style-type: none"> Relocate soap dispensers to a maximum height of 40 inches by 02/27/09.

Provision for Services to Applicants and Recipients Who are Non-English Speaking or Who Have Disabilities

CDSS MMP Division 21 requires counties to provide effective communication to the non-English and limited-English proficient populations and those with disabilities without undue delay. The following matrix summarizes areas identified by CDSS as problematic and DPSS' action plan to address the identified deficiencies:

CDSS Finding/Comment	DPSS Action Plan
Multilingual "Interpreter Available" signs were available at some, but not all reception desks.	<ul style="list-style-type: none"> Initiate spot checks to confirm the availability of the multilingual "Interpreter Available" signage and provide the signs to reception staff for those offices that do not have them beginning 01/23/09. Incorporate information about the use of the "Interpreter Available" signs into the "Civil Rights Awareness" training for new staff by 01/30/09. Incorporate information about the use of the "Interpreter Available" signs into the civil rights refresher training for tenured staff by 01/30/09.
Form RVSD 3167, <i>Declaration of Language/Special Needs</i> , was not consistently used	<ul style="list-style-type: none"> Request that all prior versions of RVSD 3167 be discarded and replaced with the

CDSS Finding/Comment	DPSS Action Plan
across all programs, including Children's Services and In-Home Supportive Services.	<p>05/2008 version by 01/30/09.</p> <ul style="list-style-type: none"> Advise program leadership of the issue by 01/23/09. Advise program supervisors/managers of the issue by 01/30/09.
There was no client signature on the RVSD 3167 forms reviewed.	<ul style="list-style-type: none"> Revised form (05/2008) has a field for client signature. By discarding all other versions of the form (see above), compliance should be achieved beginning 01/30/09. Request permission from executive staff by 01/30/09, to use Return-to-Work employees in district lobbies to assist clients with completing the 05/2008 revision of the RVSD 3167.
Forms translated into languages other than Spanish were not in use.	<ul style="list-style-type: none"> Incorporate information about the use of translated forms into the "Civil Rights Awareness" training for new staff by 01/30/09. Launch the civil rights refresher training for tenured staff department-wide by 01/30/09; the training includes information about the use of translated forms.
Employees were not aware of the availability of translated forms other than Spanish. The case file review confirmed that staff members are using English forms in lieu of translations available in the client's primary language.	<ul style="list-style-type: none"> Incorporate information about the use of translated forms into the "Civil Rights Awareness" training for new staff by 01/30/09. Launch the civil rights refresher training for tenured staff department-wide by 01/30/09; the training includes information about the availability and use of translated forms.
Information to be inserted into the Notices of Action is translated into Spanish; the reviewer did not identify any that had been translated into other primary languages.	<ul style="list-style-type: none"> Incorporate information about translating information (including NOAs) into the "Civil Rights Awareness" training for new staff by 01/30/09. Incorporate information about translating information (including NOAs) into the civil rights refresher training for tenured staff department-wide by 01/30/09. Develop and disseminate information to program staff via a training e-blast/e-tool on translating information (including NOAs) by 03/16/09.
Employees believe that passing notes in lieu of using TDD equipment and ASL interpreters would be the preferred method of communication with hearing impaired clients.	<ul style="list-style-type: none"> Develop and disseminate information to program staff via a training tool on communicating with the hearing impaired by 04/15/09. Incorporate information about alternate methods of communication with hearing impaired clients into the "Civil Rights

CDSS Finding/Comment	DPSS Action Plan
	<p>Awareness" training for new staff by 01/30/09.</p> <ul style="list-style-type: none"> • Launch the civil rights refresher training for tenured staff department-wide by 01/30/09; the training includes information about alternate methods of communicating with hearing impaired clients.
Staff members were not well versed about the availability of large print and audio material to enhance communication with individuals who have visual impairments. Devices such as magnifying glasses were not mentioned or available to assist individuals who have visual impairments.	<ul style="list-style-type: none"> • Incorporate information about the use of alternate format materials into the "Civil Rights Awareness" training for new staff by 01/30/09. • Launch the civil rights refresher training for tenured staff department-wide by 01/30/09; the training includes information about the use of alternate format materials. • Research the possibility of purchasing magnifying glasses for each district office by 02/27/09.
Ensure that non-English speaking or limited-English speaking clients are provided interpreters by the agency and are not required to provide their own. [Div. 21-115].	<ul style="list-style-type: none"> • Incorporate information about the use of interpreters into the "Civil Rights Awareness" training for new staff by 01/30/09. • Launch the civil rights refresher training for tenured staff department-wide by 01/30/09; the training includes information about the use of interpreters. • Include information about requesting interpreters in the interpreter/translator training e-blast/e-tool that will be developed and disseminated by 04/15/09. • Include information about requesting interpreters in the civil rights informational handbooks that will be distributed to all district offices by 03/20/09.

Documentation of Applicant/Recipient Case Records

The client's ethnic origin, primary language, method used to provide bilingual services, identification of disability, and request for auxiliary aids and services must be documented in case records. The following matrix summarizes areas identified by CDSS as problematic and DPSS' action plan to address the identified documenting deficiencies:

CDSS Finding/Comment	DPSS Action Plan
DPSS bilingual workers are not documenting that they served as an interpreter.	<ul style="list-style-type: none"> • Incorporate information about documenting the use of bilingual skills in the case narrative or on the RVSD 1764, into the "Civil Rights Awareness" training for new staff by 01/30/09. • Launch the civil rights refresher training for tenured staff department-wide by 01/30/09; the training includes information about

CDSS Finding/Comment	DPSS Action Plan
	documenting the use of bilingual skills in the case narrative or on the RVSD 1764.
Staff members are not documenting that the client provided their own interpreter.	<ul style="list-style-type: none"> • Incorporate information about documenting the use of a client-provided interpreter in the case narrative or on the RVSD 1764 into the "Civil Rights Awareness" training for new staff by 01/30/09. • Launch the civil rights refresher training for tenured staff department-wide by 01/30/09; the training includes information about documenting the use a client-provided interpreter in the case narrative or on the RVSD 1764.
DPSS does not have a method to inform the client of potential problems resulting from ineffective communication when they use their own interpreter.	<ul style="list-style-type: none"> • Incorporate information about the potential problems of ineffective interpretation in the "Civil Rights Awareness" training for new staff by 01/30/09. • Launch the civil rights refresher training for tenured staff department-wide by 01/30/09; the training includes information about the potential problems of ineffective interpretation. • Develop a "" sheet for workers to use as a guide when providing explanations to clients about potential problems resulting from ineffective communication when they use their own interpreter.
DPSS is not using a release of information to interpret.	<ul style="list-style-type: none"> • Incorporate information about the RVSD 3810 (<i>Customer Confidentiality Advising Notice</i>) in the "Civil Rights Awareness" training for new staff by 01/30/09. • Launch the civil rights refresher training for tenured staff department-wide by 01/30/09; the training includes information about the RVSD 3810 (<i>Customer Confidentiality Advising Notice</i>).
Staff members are not documenting the client's acceptance or refusal of written material offered in the client's primary language.	<ul style="list-style-type: none"> • Request that all prior versions of RVSD 3167 be discarded and replaced with the 05/2008 version by 01/30/09. (Revised form (05/2008) has a field for the client's written language preferences. By discarding all previous versions of the form, substantial movement toward compliance should begin by 01/30/09.)

Staff Development and Training

Counties must provide initial and on-going civil rights and cultural awareness training for all public contact employees. The following matrix summarizes training areas identified by CDSS as problematic and DPSS' plan to address the identified deficiencies related to staff training:

CDSS Finding/Comment	DPSS Action Plan
Employees do not receive on-going Division 21 training.	<ul style="list-style-type: none"> Launch the civil rights refresher training for tenured staff department-wide by 01/30/09. Develop and disseminate e-blasts/e-tools on pertinent civil rights/cultural awareness topics on a routine basis (e.g., quarterly).
Staff needs training in documenting the provision of interpreter services (including when the employee serves as the interpreter), required procedures when clients use their own interpreter, and the use of the RVSD 3167 to document special needs and choices related to translated written material.	<ul style="list-style-type: none"> Launch the civil rights refresher training for tenured staff department-wide by 01/30/09. Develop and disseminate e-blasts/e-tools on pertinent civil rights/cultural awareness topics on a routine basis (e.g., quarterly). Open discussions with Staff Development by 01/30/08, regarding incorporating related information into Eligibility Technician and social worker induction classes.

Discrimination Complaint Procedures

Counties are required to establish a process for addressing discrimination complaints. CDSS found that DPSS employees are not well versed in the discrimination complaint process. The following matrix summarizes complaint process areas identified by CDSS as problematic and DPSS' plan to address the identified deficiencies:

CDSS Finding/Comment	DPSS Action Plan
Employees did not always differentiate between issues appropriate for the fair hearing process and those for the discrimination complaint process.	<ul style="list-style-type: none"> Incorporate information about the discrimination complaint process into the "Civil Rights Awareness" training for new staff by 01/30/09. Launch the civil rights refresher training for tenured staff department-wide by 01/30/09; the training includes discrimination complaint information.
Employees did not know who the Civil Rights Coordinator is.	<ul style="list-style-type: none"> Update the civil rights contact information on the Pub 86 posters by 01/30/09. Include the Civil Rights Coordinator information in the civil rights informational handbooks that will be sent to all district offices by 03/20/09.
Staff members did not always know the location of the Pub 86 posters that contains information about where clients can file a discrimination complaint.	<ul style="list-style-type: none"> Request that public contact supervisors/managers review Pub 86 locations with their staff by 02/27/09. Incorporate Pub 86 information into the "Civil Rights Awareness" training for new staff by 01/30/09. Launch the civil rights refresher training for tenured staff department-wide by 01/30/09, the training includes information about Pub 86.